**Known Error Database**

**For**

**Motor Claims – Unflag the Fastrack**

**Revision History**

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| --- | --- | --- | --- | --- |
| **Sr. No.** | **Author Name** | **Version Number** | **Date** | **Remarks** |
| 1 | Rajesh Ramakrishnan | V1.0 | 17-Jan-2020 |  |
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**Approval History**

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# Introduction

## Purpose

The purpose of this document is to record known errors and serve as a knowledge base used for more efficient incident and problem resolution.

## Issue

Unflag the fastrack

## Resolution

Follow below steps for issues related to ‘Unflag the fastrack’:

**Step 1:** Update in **bjaz\_wb\_clm\_base\_mot\_ext** table

**Step 2:** Create below script and send it to your approval authority, once approved send it to DBA for execution:

***UPDATE bjaz\_wb\_clm\_base\_mot\_ext SET FAST\_TRACK='N' /\*Y\*/where claim\_id in (select claim\_id from clm\_bases WHERE clm\_ref in ('OC-19-1201-1801-00000528'));***

# Document Review Mechanism

As and when a change takes place, process will be updated accordingly. Periodically process will be reviewed.